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ABSTRACT

This report presents the findings of a survey of New York State Library System administrators and governors designed to provide an empirical benchmark of opinion within the New York State library system and to aid in discussion, evaluation, and planning at the library systems conference. Survey data were collected by means of telephone interviews with 152 library system administrators and governors during the week of March 2-9, 1987. Following a depiction of the characteristics of survey respondents in two tables, overall findings are presented for the areas of library system priorities, intersystem cooperation, problems of cooperation within library regions, solutions to intersystem problems, and expectations for future changes in library system services. Analyses by specific library region, type of system, and position of the respondent in the library system are included in 24 tables and six graphs. In addition, the following information is appended: (1) the disposition of responses; (2) the survey questionnaire; (3) other priorities for systems by region; (4) other problems for systems by region; (5) other solutions for intersystem problems by region; and (6) other change factors expected to affect library systems over the next five years. (KM)

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1987 LIBRARY SYSTEM SURVEY

Final Report

March 17, 1987

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RESEARCH OBJECTIVES

This report presents the findings of a custom designed survey of New York State Library System Administrators and Governors. Assessed in this survey are measurements on library system priorities, ratings of intersystem cooperation, problems of cooperation within library regions, evaluation on the effectiveness of various solutions to intersystem problems, and expectations for future changes in library system services. Overall findings in these five major measurement areas, along with in-depth analysis by specific library region, type of system, and position of the respondent in the library system are presented in this report. Ultimately, the findings from this survey provide an empirical benchmark of opinion within N.Y.S. library systems, and should prove useful for discussion, evaluation and planning at the library systems conference.

RESEARCH DESIGN, METHODS

Sampling - This survey was custom designed for telephone data collection with the sampling objective being a 'census' of all library system administrators and governors. A total population listing of 163 possible respondents was provided to FACT FINDERS, by the N.Y.S. Library Development Systems Agency. The first stage of the sampling consisted of contact by letter, informing each respondent of the upcoming telephone contact by our firm as well as the objectives of this survey. All interviews were conducted with complete anonymity of the respondent, to insure confidential and reliable responses. FACT FINDERS' professional staff interviewers successfully completed 152 (93.3%) interviews during the week of March 2-9, 1987. The characteristics of the eleven respondents not interviewed during the sampling week are presented in Appendix 1. Overall, this high completion rate is as close to a census of the library system population as possible, given the time limitations of this survey.

Questionnaire- The survey questionnaire was custom designed by FACT FINDERS to measure the five main objectives of this survey in an unbiased and efficient manner (See Appendix 2- Survey Questionnaire). After two preliminary drafts and revisions, the questionnaire was finalized for data collection. Most of the 32 measurements in the survey questionnaire were designed to be close-ended, to allow in-depth statistical analysis of the data. All respondents were given open-ended response opportunities in each of the main measurement areas, and this response data is presented in Appendices 3-6.

FINDINGS

All 152 completed questionnaires were checked, coded, and verified, prior to keypunching the data for computer analysis. The findings displayed in this report are presented in six sections, with the beginning of each section a narrative abstract of the findings that follow. Graphic representations of the overall findings in each section are also presented to aid the user(s) in integrating the findings of this survey.

SECTION I ABSTRACT - CHARACTERISTICS OF SURVEY RESPONDENTS

Presented in Tables 1 and 2 are the characteristics of the 152 respondents in the 1987 Library System Survey. These characteristic data are utilized in all subsequent analyses in this report to bring forth the similarities and differences that exist across N.Y.S. library systems.

Almost 6 out of 10 of the respondents in this survey are affiliated with a school library system, 3 out of 10 are with public libraries, and 1 in ten with the 3 R's. A majority of the respondents are Director/Coordinators of library systems, with Governors (Presidents, Chairs of Advisory Committee, Board Members) comprising just over 4 in 10 respondents. The distribution of respondents across each of the nine regions is relatively equal, with Metro and Western N.Y. having the highest proportion of respondents in this survey.

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1987 Library System Survey

TABLE 1: LIBRARY AFFILIATION & RESPONDENTS' POSITION WITHIN LIBRARY SYSTEM.

LIBRARY AFFILIATION	% OF RESPONDENTS
SCHOOL	58.6%
PUBLIC	32.2%
REFERENCE RESEARCH & RESOURCE	8.6%
PUBLIC/3R's	0.7%
TOTAL% (N)	100.0% (152)

PRIMARY RESPONSIBILITY	% OF RESPONDENTS
DIRECTOR/COORDINATOR	55.9%
PRESIDENT	15.8%
CHAIR OF ADVISORY COMMITTEE	22.4%
BOARD MEMBER	5.9%
TOTAL% (N)	100.0% (152)

TABLE 2: DISTRIBUTION OF RESPONDENTS IN SURVEY BY REGION.

REGION	% OF RESPONDENTS IN SURVEY	TOTAL LIBRARY SYSTEM
CAPITAL DISTRICT	10.5%	10.4%
(N)	(16)	(17)
CENTRAL NY	10.5%	11.7%
(N)	(16)	(19)
LONG ISLAND	8.6%	8.0%
(N)	(13)	(13)
METRO	15.1%	14.7%
(N)	(23)	(24)
NORTH COUNTRY	9.9%	9.8%
(N)	(15)	(16)
ROCHESTER	11.2%	12.3%
(N)	(17)	(20)
SOUTH CENTRAL	8.6%	8.0%
(N)	(13)	(13)
SOUTHEASTERN	9.9%	9.8%
(N)	(15)	(16)
WESTERN NY	15.8%	15.3%
(N)	(24)	(25)
TOTAL %	100.0%	100.0%
(N)	(152)	(163)

SECTION II ABSTRACT - PRIORITY FACTORS

This section presents the relative importance ratings given by respondents on each of the six priority factors assessed in this survey. Shown in Table 3 are the overall ratings for each priority factor rank ordered by the proportion of the sample giving 'very important' ratings to each factor. Tables 4-6 present a breakdown of 'very important' ratings by type of library system (Table 4), respondent's position within the library system (Table 5), and by library region (Table 6). The open-ended responses on other priorities for a respondent's library system, are presented in Appendix 3, grouped by region.

The rank order of priority factors for library systems shows that 'funding', and 'cooperation among member libraries', are the highest ranked factors with over 9 out of 10 respondents rating these priorities as very important. 'Automation','Regional Interlibrary Loan Service', 'Promoting Public Awareness', and Improved Communications', follow respectively in rank order of importance. Overall, each of the six priority factors measured in this survey were rated as important (somewhat, very) to library systems. By looking at the breakdown of priorities by type of library system, we find very few differences in the proportion of respondents rating these priorities as very important. Only on 'Regional Interlibrary Loan Service', and 'Promoting Public Awareness', do we see variations in ratings by type of system. School libraries rate interlibrary loan service as a more important priority than public libraries, while public libraries see promoting awareness as a higher priority for their type

of system. We find no significant differences on the importance of these priority factors by position of the respondent within the library system (i.e. Director/Coordinator, Governors). The analysis of priority factors rated as very important by library region, shows significant variation in percentages, which represents the lack of consensus on these priorities across library regions. Clearly, the different types of systems and position of the respondents interviewed within each region, have a significant effect on the observed differences in priorities across regions.

TABLE 3: PRIORITY FACTORS FOR LIBRARY SYSTEMS RATED BY IMPORTANCE (N=152)

PRIORITY FACTOR	IMPORTANCE TO SYSTEM: %VERY IMPORTANT	% SOMEWHAT IMPORTANT	% NOT IMPORTANT
FUNDING	96.7%	3.3%	0.0%
COOPERATION AMONG MEMBERS	92.5%	6.1%	1.4%
AUTOMATION	88.8%	10.5%	0.7%
REGIONAL INTERLIBRARY LOAN SERVICE	78.8%	18.5%	2.6%
IMPROVED COMMUNICATION WITH MEMBERS	73.0%	24.3%	2.7%
PROMOTING PUBLIC AWARENESS	72.4%	24.3%	3.3%

NOTE: Row percentages sum to 100%.
See Appendix 1 for Open-ended response to Priority Factors Pg. 51

PROPORTION-PRIORITY FACTORS
RATED VERY IMPORTANT

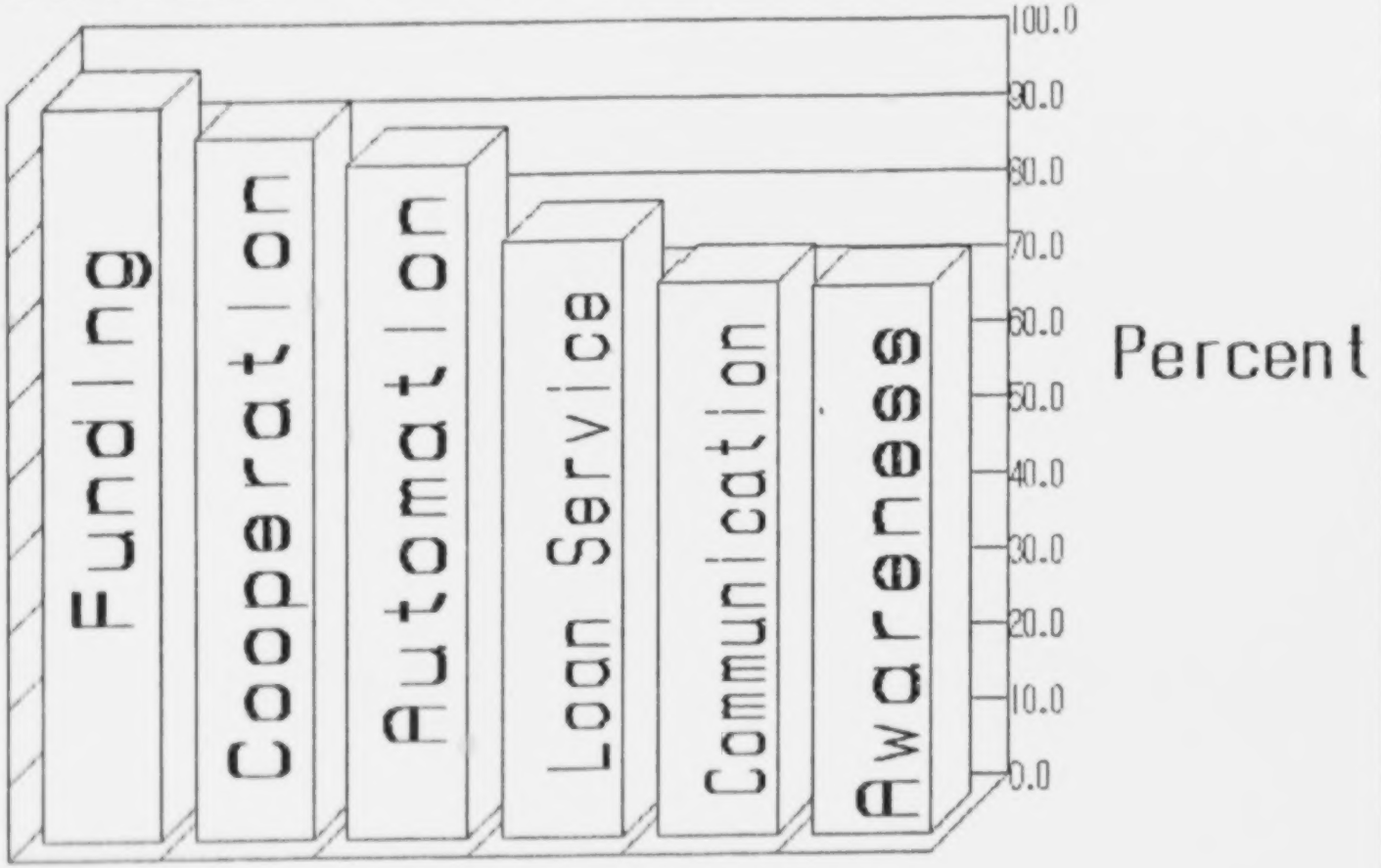

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TABLE 4: PROPORTION OF PRIORITY FACTORS RATED AS VERY IMPORTANT BY TYPE OF LIBRARY SYSTEM.

PRIORITY FACTOR	LIBRARY SYSTEM-% RATING VERY IMPORTANT		
	SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
FUNDING	96.6%	96.0%	100.0%
COOPERATION AMONG MEMBERS	93.3%	88.9%	100.0%
AUTOMATION	85.4%	94.0%	92.3%
REGIONAL INTERLIBRARY LOAN SERVICE	84.3%	69.4%	76.9%
IMPROVED COMMUNICATION WITH MEMBERS	74.2%	69.6%	76.9%
PROMOTING PUBLIC AWARENESS	69.7%	78.0%	69.2%
(N)	(89)	(50)	(13)

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TABLE 5: PROPORTION OF PRIORITY FACTORS RATED AS VERY IMPORTANT BY RESPONDENTS' POSITION WITHIN LIBRARY SYSTEM.

PRIORITY FACTOR	% RATING VERY IMPORTANT: COORDINATOR DIRECTOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/ BOARD MEMBER
FUNDING	97.6%	95.5%	94.1%	97.0%
COOPERATION AMONG MEMBERS	95.1%	89.2%	91.2%	87.1%
AUTOMATION	89.4%	88.1%	85.3%	90.9%
REGIONAL INTERLIBRARY LOAN SERVICE	77.4%	80.6%	79.4%	81.8%
IMPROVED COMMUNICATIONS WITH MEMBERS	73.5%	72.3%	73.5%	71.0%
PROMOTING PUBLIC AWARENESS	69.4%	76.1%	79.4%	72.7%
(N)	(85)	(67)	(34)	(33)

TABLE 6: PROPORTION OF PRIORITY FACTORS RATED AS VERY IMPORTANT BY LIBRARY SYSTEM REGION.

PRIORITY FACTOR	REGION - % RATING VERY IMPORTANT								
	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
FUNDING	93.8%	100.0%	100.0%	100.0%	100.0%	94.1%	92.3%	100.0%	91.7%
COOPERATION AMONG MEMBERS	93.8%	81.3%	92.3%	100.0%	86.7%	88.2%	91.7%	93.3%	100.0%
AUTOMATION	100.0%	100.0%	92.3%	91.3%	86.7%	76.5%	92.3%	73.3%	87.5%
REGIONAL INTERLIBRARY LOAN SERVICE	87.5%	81.3%	69.2%	77.3%	93.3%	76.5%	61.5%	86.7%	75.0%
IMPROVED COMMUNCIATION WITH MEMBERS	81.3%	62.5%	84.6%	94.7%	60.0%	82.4%	53.8%	66.7%	66.7%
PROMOTING PUBLIC AWARENESS	68.8%	81.3%	61.5%	87.0%	73.3%	82.4%	61.5%	73.3%	58.3%
(N)	(16)	(16)	(13)	(23)	(15)	(17)	(13)	(15)	(24)

(12)

SECTION III ABSTRACT - RATINGS OF INTERSYSTEM COOPERATION

Shown in Tables 7-11 are respondent's ratings on intersystem cooperation within their region, as well as, their perception of cooperation in other library regions of the state. Respondents rated the level of cooperation from excellent to poor for the same type of systems as theirs, and for different types of systems.

The ratings on intersystem cooperation show that almost half of the respondents rate cooperation among the same types of systems within their region as 'Excellent', while among different types of systems most rate cooperation as 'Good'. Higher proportions of Public and 3R libraries rate cooperation among different types of systems as fair/poor, and approximately one-fourth of public libraries see cooperation with other public libraries (same) in their region, as fair or poor. Additionally, in examining these ratings by region, we find significant differences in ratings on cooperation levels within each region. The highest ratings on intersystem cooperation among different types of systems is found in North Country and Rochester, with the lowest ratings observed in Long Island. Among the same types of systems within a region, Rochester, Western N. Y. and Central emerge with the highest proportion of excellent ratings for intersystem cooperation. Looking at the ratings

of respondents on intersystem cooperation for other regions of the state, we find almost half of the respondents stating they didn't know, or couldn't possibly rate cooperation in other regions. The governors of library systems were significantly more likely than directors/coordinators to say they didn't know about cooperation levels in other regions.

TABLE 7: OVERALL RATINGS OF INTERSYSTEM COOPERATION WITHIN RESPONDENTS' REGION.

WITHIN REGION	SAME TYPE SYSTEM	DIFFERENT TYPE SYSTEM
EXCELLENT	49.7%	35.8%
GOOD	37.4%	46.6%
FAIR	11.6%	16.9%
POOR	1.4%	0.7%
TOTAL % (N)	100.0% (147)	100.0% (148)

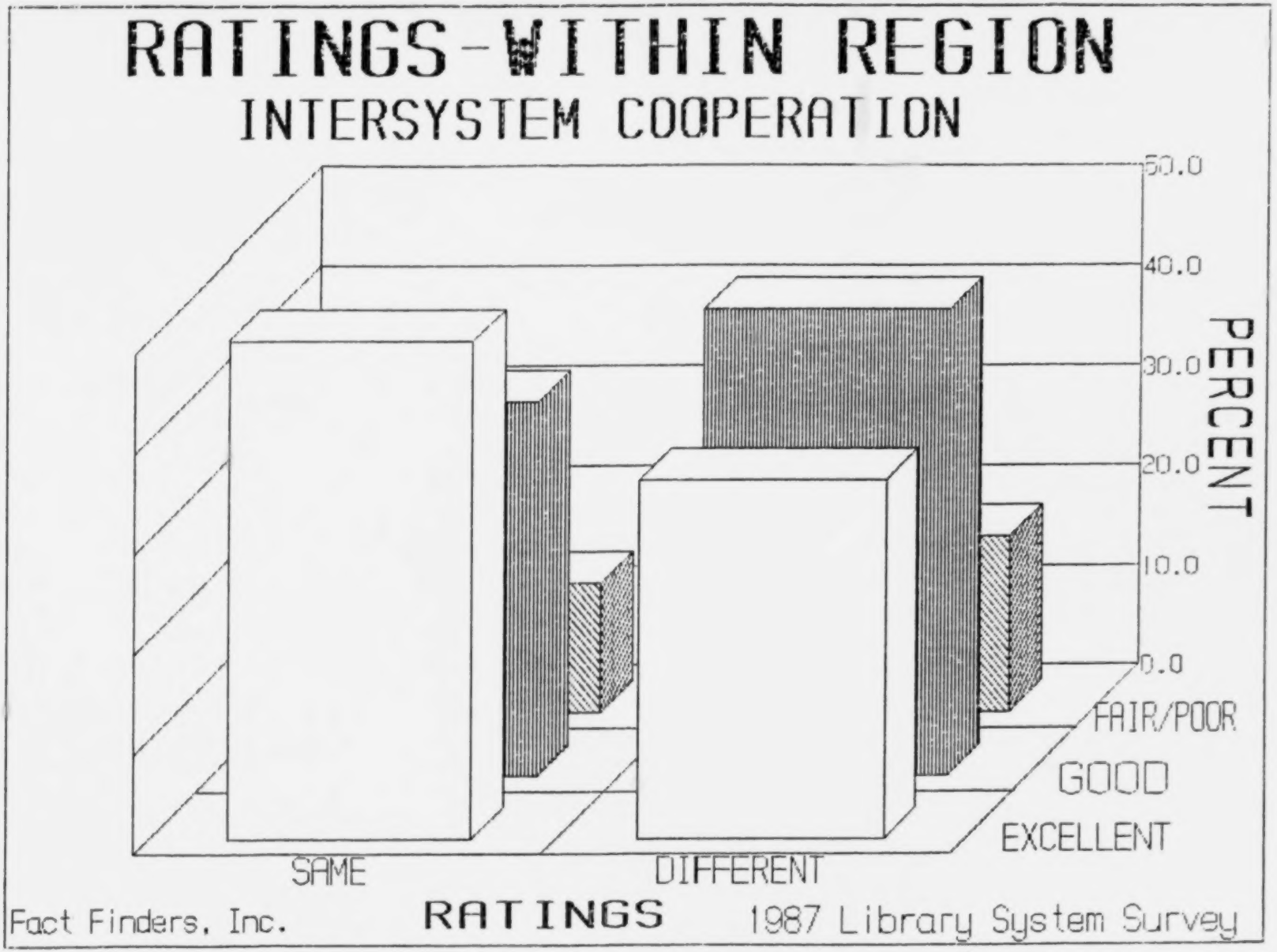
RATINGS-WITHIN REGION
INTERSYSTEM COOPERATION
50.0
40.0
30.0
20.0
10.0
0.0
PERCENT
FAIR/POOR
GOOD
EXCELLENT
SAME
DIFFERENT
RATINGS
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TABLE 8A: RATING OF COOPERATION WITHIN REGION AMONG DIFFERENT TYPES OF SYSTEMS BY TYPE OF LIBRARY SYSTEM.

COOPERATION AMONG DIFFERENT SYSTEMS	LIBRARY SYSTEM		
	SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
EXCELLENT	43.7%	20.8%	38.5%
GOOD	46.0%	52.1%	30.8%
FAIR/POOR	10.3%	27.1%	30.8%
TOTAL % (N)	100.0% (87)	100.0% (48)	100.0% (13)

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TABLE 8B: RATING OF COOPERATION WITHIN REGION AMONG SAME TYPES OF SYSTEMS BY TYPE OF LIBRARY SYSTEM.

COOPERATION AMONG SAME SYSTEMS	LIBRARY SYSTEM		
	SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
EXCELLENT	58.0%	38.3%	33.3%
GOOD	34.1%	38.3%	58.3%
FAIR/POOR	8.0%	23.4%	8.3%
TOTAL % (N)	100.0% (88)	100.0% (47)	100.0% (12)

TABLE 9A: RATING OF COOPERATION WITHIN REGION BETWEEN DIFFERENT TYPES OF SYSTEMS BY RESPONDENTS' POSITION WITHIN LIBRARY REGION.

COOPERATION AMONG DIFFERENT SYSTEMS	WITHIN REGION			
	DIRECTOR/ COORDINATOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/ BOARD MEMBER
EXCELLENT	39.3%	31.3%	50.0%	10.0%
GOOD	42.9%	51.6%	38.2%	66.7%
FAIR/POOR	17.9%	17.2%	11.8%	23.3%
TOTAL % (N)	100.0% (84)	100.0% (64)	100.0% (34)	100.0% (30)

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TABLE 9B: RATING OF COOPERATION WITHIN REGION BETWEEN SAME TYPES OF SYSTEMS BY RESPONDENTS' POSITION WITHIN LIBRARY REGION.

	WITHIN REGION			
COOPERATION AMONG SAME SYSTEMS	DIRECTOR COORDINATOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/ BOARD MEMBER
EXCELLENT	54.8%	42.9%	50.0%	34.5%
GOOD	31.0%	46.0%	38.2%	55.2%
FAIR/POOR	14.3%	11.1%	11.8%	10.3%
TOTAL % (N)	100.0% (84)	100.0% (63)	100.0% (34)	100.0% (29)

TABLE 10A: RATING OF COOPERATION WITHIN REGION BETWEEN DIFFERENT TYPES OF SYSTEMS BY LIBRARY SYSTEM REGION.

	REGION								
COOPERATION AMONG DIFFERENT SYSTEMS	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
EXCELLENT	25.0%	50.0%	0.0%	13.6%	80.0%	56.3%	38.5%	26.7%	36.4%
GOOD	56.3%	25.0%	30.8%	72.7%	20.0%	43.8%	38.5%	66.7%	50.0%
FAIR/POOR	18.8%	25.0%	69.2%	13.6%	0.0%	0.0%	23.1%	6.7%	13.6%
TOTAL % (N)	100.0% (16)	100.0% (16)	100.0% (13)	100.0% (22)	100.0% (15)	100.0% (16)	100.0% (13)	100.0% (15)	100.0% (22)

(21)

TABLE 10B: RATING OF COOPERATION WITHIN REGION BETWEEN SAME TYPES OF SYSTEMS BY LIBRARY SYSTEM REGION.

COOPERATION SAME SYSTEMS	REGION								
	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
EXCELLENT	37.5%	60.0%	16.7%	40.9%	46.7%	64.7%	53.8%	53.3%	63.6%
GOOD	50.0%	20.0%	58.3%	40.9%	46.7%	23.5%	23.1%	46.7%	31.8%
FAIR/POOR	12.5%	20.0%	25.0%	18.2%	6.7%	11.8%	23.1%	0.0%	4.5%
TOTAL % (N)	100.0% (16)	100.0% (15)	100.0% (12)	100.0% (22)	100.0% (15)	100.0% (17)	100.0% (13)	100.0% (15)	100.0% (22)

(22)

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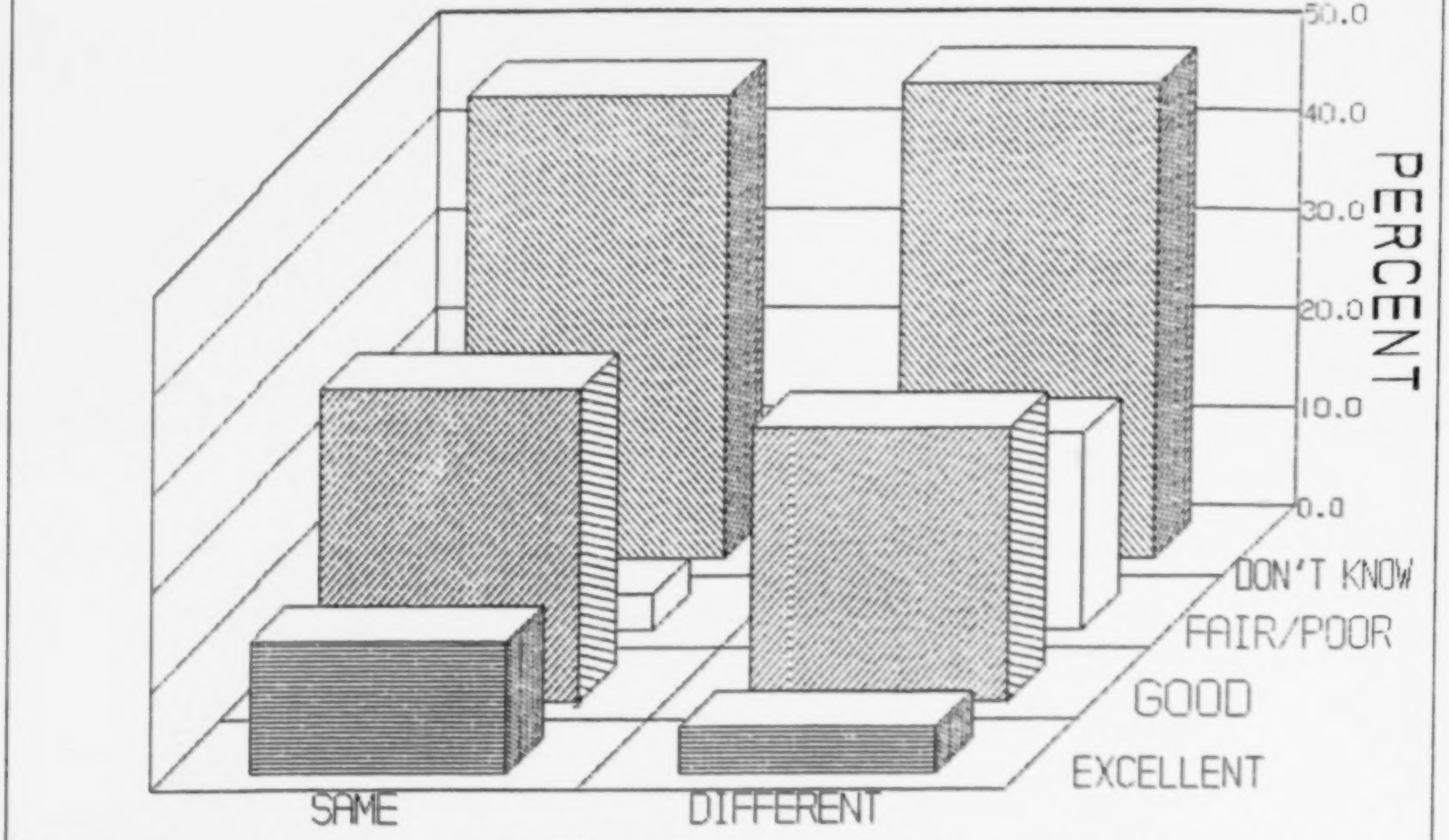
TABLE 11: OVERALL RATINGS OF INTERSYSTEM COOPERATION FOR OTHER STATE REGIONS.

OTHER REGION	SAME TYPE SYSTEM	DIFFERENT TYPE SYSTEM
EXCELLENT	13.2%	4.6%
GOOD	31.6%	27.6%
FAIR	7.9%	19.1%
POOR	0.7%	0.7%
DON'T KNOW	46.7%	48.0%
TOTAL % (N)	100.0% (152)	100.0% (152)

RATINGS-OTHER REGIONS

INTERSYSTEM COOPERATION



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SECTION IV ABSTRACT - PROBLEM FACTORS

Displayed in Tables 12-15 are the ratings on six problem factors for cooperation among the three types of systems within library regions. Respondents rated whether each factor is a major, minor, of no problem at all in cooperation within their region. These data are presented by overall response (Table 12), type of library system (Table 13), respondents' position (Table 14), and library region (Table 15). Also presented in Appendix 4, are other problems cited by respondents that exist in cooperation within regions.

Ratings on problems of cooperation within library regions reveal that 'Lack of Compatibility in Automation' is rated by over one-third of the respondents as a major problem. The next most significant problems are 'Delivery of Library Materials', 'Differences in Size and Scope of Systems', and 'Turf Problems'. Each of the six problem factors in this measurement were rated by a majority of respondents as either a major or minor problem within their region. Looking at these problem factors by type of system, we find the 3R's rating 'Lack of Compatibility in Automation' as a major problem, and public libraries rating 'Delivery' and 'Differences in Size and Scope of Systems' as more of a major problem to their type of system. We find higher proportions of Directors/Coordinators rating each problem factor as more of a major problem than Governors. The breakdown by library region reveals that on each factor at least one or more regions deviates from the others, in the proportion of major problem ratings.

TABLE 12: OVERALL RATINGS OF PROBLEMS IN COOPERATION WITHIN RESPONDENTS' REGION.

PROBLEM FACTOR	WITHIN REGION: MAJOR PROBLEM	MINOR PROBLEM	NO PROBLEM	(N)
LACK OF COMPATIBILITY IN AUTOMATION	36.9%	37.6%	25.5%	(149)
DELIVERY	25.5%	36.9%	37.6%	(149)
DIFFERENCES SIZE, SCOPE, SOPHISTICATION AMONG SYSTEMS	23.6%	45.9%	30.4%	(148)
TURF PROBLEMS	22.0%	49.3%	28.7%	(150)
INDIVIDUAL PERSONALITY CONFLICTS	13.2%	49.3%	37.5%	(152)
INTERLIBRARY LOAN RESTRICTIONS	12.0%	45.3%	42.7%	(150)

NOTE: Row percentages sum to 100%.
See Appendix 4 for open-ended responses on problem factors Pg. 55

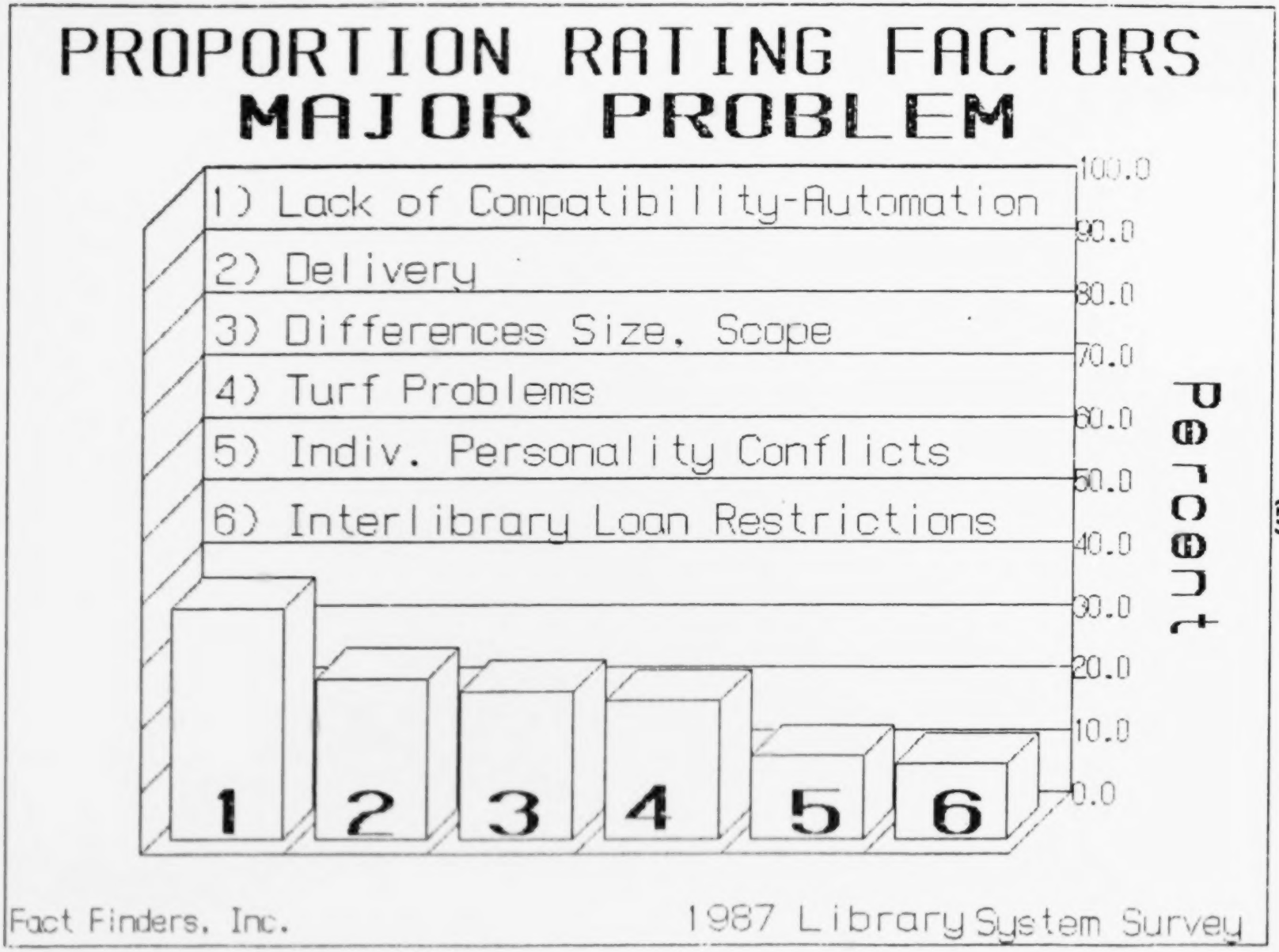
PROPORTION RATING FACTORS
MAJOR PROBLEM
1) Lack of Compatibility-Automation
2) Delivery
3) Differences Size, Scope
4) Turf Problems
5) Indiv. Personality Conflicts
6) Interlibrary Loan Restrictions
100.0
90.0
80.0
70.0
60.0
50.0
40.0
30.0
20.0
10.0
0.0
Percent
1
2
3
4
5
6
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TABLE 13: PROPORTION RATING PROBLEMS IN COOPERATION BETWEEN TYPES OF SYSTEMS WITHIN THEIR REGION AS A MAJOR PROBLEM BY LIBRARY SYSTEM.

PROBLEM FACTOR	LIBRARY SYSTEM-% RATING MAJOR PROBLEM		
	SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
LACK OF COMPATIBILITY IN AUTOMATION	34.5%	36.0%	58.3%
DELIVERY	27.0%	21.3%	30.8%
DIFFERENCES IN SIZE, SCOPE, SOPHISTICATION AMONG SYSTEMS	19.5%	33.3%	15.4%
TURF PROBLEMS	17.2%	30.0%	23.1%
INDIVIDUAL PERSONALITY CONFLICTS	9.0%	16.0%	30.8%
INTERLIBRARY LOAN RESTRICTIONS	14.6%	8.3%	7.7%
(N)	(89)	(50)	(13)

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TABLE 14: PROPORTION RATING PROBLEMS IN COOPERATION AS A MAJOR PROBLEM BY POSITION HELD WITHIN LIBRARY SYSTEM.

PROBLEM FACTOR	% RATING MAJOR PROBLEM: DIRECTOR COORDINATOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/ BOARD MEMBER
LACK OF COMPATIBILITY IN AUTOMATION	36.9%	36.9%	31.3%	42.4%
DELIVERY	30.6%	18.8%	20.6%	16.7%
DIFFERENCES SIZE, SCOPE, SOPHISTICATION AMONG SYSTEMS	27.7%	18.5%	20.6%	16.1%
TURF PROBLEMS	25.9%	16.9%	12.1%	21.9%
INDIVIDUAL PERSONALITY CONFLICTS	15.3%	10.4%	2.9%	18.2%
INTERLIBRARY LOAN RESTRICTIONS	14.3%	9.1%	11.8%	6.3%
(N)	(85)	(67)	(34)	(33)

TABLE 15: PROPORTION RATING PROBLEMS IN COOPERATION BETWEEN TYPES OF SYSTEMS WITHIN REGION AS A MAJOR PROBLEM BY REGION.

PROBLEM FACTOR	REGION-% RATING MAJOR PROBLEM								
	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
LACK OF COMPATIBILITY IN AUTOMATION	62.5%	6.7%	38.5%	47.8%	33.3%	23.5%	25.0%	40.0%	43.5%
DELIVERY	33.3%	6.3%	46.2%	4.5%	53.3%	11.8%	33.3%	33.3%	25.0%
DIFFERENCES IN SIZE, SCOPE, SOPHISTICATION AMONG SYSTEMS	37.5%	18.8%	23.1%	26.1%	13.3%	23.5%	23.1%	30.8%	18.2%
TURF PROBLEMS	25.0%	18.8%	61.5%	21.7%	6.7%	12.5%	30.8%	33.3%	4.3%
INDIVIDUAL PERSONALITY CONFLICTS	25.0%	18.8%	15.4%	17.4%	6.7%	11.8%	30.8%	0.0%	0.0%
INTERLIBRARY LOAN RESTRICTIONS	6.7%	25.0%	30.8%	4.5%	26.7%	0.0%	0.0%	20.0%	4.2%
(N)	(16)	(16)	(13)	(23)	(15)	(17)	(13)	(15)	(24)

(30)

SECTION V ABSTRACT - SOLUTION FACTORS

The findings presented in this section address respondents' ratings on the perceived effectiveness of solutions to intersystem problems. Respondents were asked to rate each solution factor as to whether it would be very, somewhat, or not effective at all in solving intersystem problems. Additionally, the open-ended responses given by respondents on other solutions are detailed in Appendix V.

Of the six solution factors measured in this survey only 'Increased Face to Face Communication Among Executives' is rated by a majority of library system respondents as being a very effective solution to intersystem problems. We see a significant variation in the perceived effectiveness of each factor by the type of library system. Among school libraries, 'Increased Face to Face Communication Among Executives', and 'State Enforcement of Laws and Regulations', are rated as being very effective solutions. Among public libraries, 'Weighted Voting' is rated as a more effective solution than found in school or 3R library systems. The position of the respondent also differentiates their rating on the relative effectiveness of each solution factor. Governors rate 'A Statewide Interlibrary Loan Policy', 'Annual Systems Conference' and 'A Stronger Role for Board Presidents', as being more effective solutions than do Directors/Coordinators. The comparisons across regions show that different regions favor different solutions to intersystem problems. For example, 'Increased Face to

(32)

Face Communication Among Executives' is seen as most effective in the Southeastern and Capital District Regions, and least effective in Long Island.

TABLE 16: PERCEIVED EFFECTIVENESS OF INTERSYSTEM SOLUTIONS (N=152).

SOLUTION FACTOR	VERY EFFECTIVE	SOMEWHAT EFFECTIVE	NOT EFFECTIVE AT ALL	DON'T KNOW
INCREASED FACE TO FACE COMMUNICATION AMONG EXECUTIVES	57.2%	32.2%	6.6%	3.9%
STATE ENFORCEMENT OF LAWS AND REGULATIONS	44.1%	30.9%	17.8%	7.2%
STATEWIDE INTERLIBRARY LOAN POLICY	40.8%	42.8%	11.8%	4.6%
ANNUAL SYSTEMS CONFERENCE	40.8%	34.2%	10.5%	14.5%
STRONGER ROLE FOR BOARD PRESIDENTS/ ADVISORY CHAIR IN SYSTEMS COMMUNICATION	28.9%	35.5%	31.6%	3.9%
WEIGHTED VOTING	21.1%	24.3%	31.6%	23.0%

NOTE: Row percentages sum to 100.
See Appendix 5 for open-ended responses for solution factors. Pg. 58

PROPORTION-INTERSYSTEM SOLUTIONS RATED VERY IMPORTANT

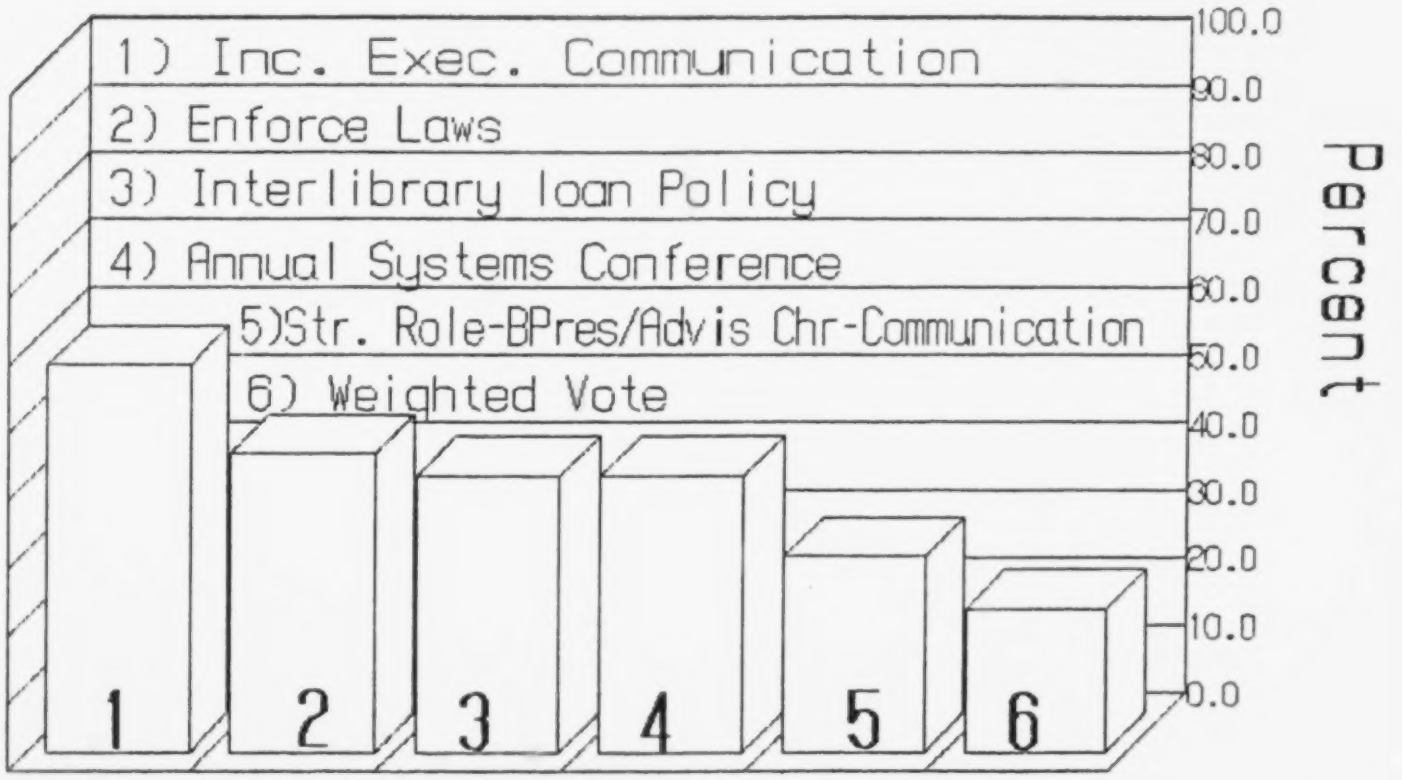

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TABLE 17: PROPORTION RATING INTERSYSTEM SOLUTIONS AS VERY EFFECTIVE BY LIBRARY SYSTEM.

SOLUTION FACTOR	LIBRARY SYSTEM-% RATING VERY EFFECTIVE SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
INCREASED FACE TO FACE COMMUNICATION AMONG EXECUTIVES	64.0%	53.2%	53.8%
STATE ENFORCEMENT OF LAWS AND REGULATIONS	51.8%	43.5%	33.3%
STATEWIDE INTERLIBRARY LOAN POLICY	44.9%	39.5%	38.5%
ANNUAL SYSTEMS CONFERENCE	50.6%	48.8%	20.0%
STRONGER ROLE FOR BOARD PRESIDENTS/ ADVISORY CHAIR IN SYSTEMS COMMUNICATION	33.7%	22.9%	33.3%
WEIGHTED VOTING	23.8%	39.0%	7.7%
(N)	(89)	(50)	(13)

FACT FINDERS
1987 Library System Survey

TABLE 18: PROPORTION RATING SOLUTION FACTORS AS VERY EFFECTIVE BY POSITION WITHIN LIBRARY SYSTEM.

SOLUTION FACTOR	% RATING VERY EFFECTIVE			
	DIRECTOR/ COORDINATOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/BOARD MEMBER
INCREASED FACE TO FACE COMMUNICATION AMONG EXECUTIVES	57.1%	62.9%	64.5%	61.3%
STATE ENFORCEMENT OF LAWS AND REGULATIONS	45.7%	50.0%	68.8%	28.6%
STATEWIDE INTERLIBRARY LOAN POLICY	34.1%	54.0%	58.8%	48.3%
ANNUAL SYSTEMS CONFERENCE	41.7%	55.2%	54.8%	55.6%
STRONGER ROLE FOR BOARD PRESIDENTS/ ADVISORY CHAIR IN SYSTEMS COMMUNICATION	18.3%	45.3%	58.8%	30.0%
WEIGHTED VOTING	32.4%	20.4%	22.7%	18.5%
(N)	(85)	(67)	(34)	(33)

TABLE 19: PROPORTION RATING SOLUTION FACTORS AS VERY EFFECTIVE BY REGION.

SOLUTION FACTOR	REGION-% RATING VERY EFFECTIVE								
	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
INCREASED FACE TO FACE COMMUNICATION AMONG EXECUTIVES	75.0%	68.8%	30.8%	57.1%	64.3%	52.9%	38.5%	80.0%	61.9%
STATE ENFORCEMENT OF LAWS AND REGULATIONS	42.9%	62.5%	53.8%	40.0%	33.3%	62.5%	33.3%	35.7%	57.1%
STATEWIDE INTERLIBRARY LOAN POLICY	26.7%	60.0%	30.8%	59.1%	60.0%	26.7%	41.7%	14.3%	50.0%
ANNUAL SYSTEMS CONFERENCE	23.1%	46.2%	30.0%	50.0%	53.3%	71.4%	33.3%	66.7%	47.8%
STRONGER ROLE FOR BOARD PRESIDENTS/ ADVISORY CHAIR IN SYSTEMS COMMUNICATION	37.5%	53.3%	23.1%	26.1%	50.0%	11.8%	25.0%	20.0%	28.6%
WEIGHTED VOTING	44.4%	23.1%	27.3%	40.0%	20.0%	27.3%	18.2%	18.2%	25.0%
(N)	(16)	(16)	(13)	(23)	(15)	(17)	(13)	(15)	(24)

SECTION VI ABSTRACT - EXPECTED CHANGES AND THEIR EFFECT ON LIBRARY SERVICES

Shown in this section on Tables 20-23, are the perceived effect on library services of five change factors. Each of these factors were rated by respondents as having a great, some, or no effect at all on library system services in the next five years. Presented in Appendix 6 are other expected changes that respondents see affecting library system services in the next five years.

Almost 9 out of 10 respondents see 'Increasing Availability and Access to Library Automation' as having a great effect on library system services. The 'Shortage of New Librarians' is the next change that library system respondents rate as having a significant effect on future services. Both 'Service Pressures and the 'Changing Tax Structures' are perceived by over half of the respondents as having a great effect on future library services. Only 'Changing Demographics' is perceived as a moderate (some effect) influence by a majority of the respondents. Looking at these data by type of system, we find public libraries are less concerned about a 'Shortage of New Librarians', while school libraries see a greater effect on library services from the 'Changing Tax Structure'. The 'Service Pressures Caused by Increased Automation' are rated by Directors/Coordinators as having a greater impact on services, while Governors of library systems perceive the 'Changing Tax Structure' as having a more significant effect on future library services. Finally, we observe fewer differences on these change factors and

their perceived effect across the nine regions. Within the Metro region, a higher proportion of respondents rate a 'Shortage of New Librarians' as having a greater effect. 'Service Pressures' are perceived as having a greater effect on future services by Long Island and Southeastern regions, while the 'Changing Tax Structure' is rated higher in the Rochester region, as having a significant effect on services in the next five years.

TABLE 20: PERCEIVED EFFECT OF CHANGES ON LIBRARY SYSTEM SERVICES WITHIN THE NEXT FIVE YEARS.

CHANGE FACTOR	EFFECT ON LIBRARY SYSTEM SERVICES: GREAT EFFECT	SOME EFFECT	NO EFFECT	(N)
INCREASED AVAILABILITY/ACCESS TO AUTOMATION	88.8%	10.5%	0.7%	(152)
SHORTAGE OF NEW LIBRARIANS	70.5%	24.0%	5.5%	(146)
SERVICE PRESSURES	55.4%	39.2%	5.4%	(148)
TAX STRUCTURE	50.4%	40.2%	9.4%	(127)
DEMOGRAPHICS	29.9%	54.4%	15.6%	(147)

NOTE: Row percentages sum to 100%.
See Appendix 6 for open-ended responses to Change Factors. Pg. 61

PROPORTION RATING CHANGES HAVE GREAT EFFECT

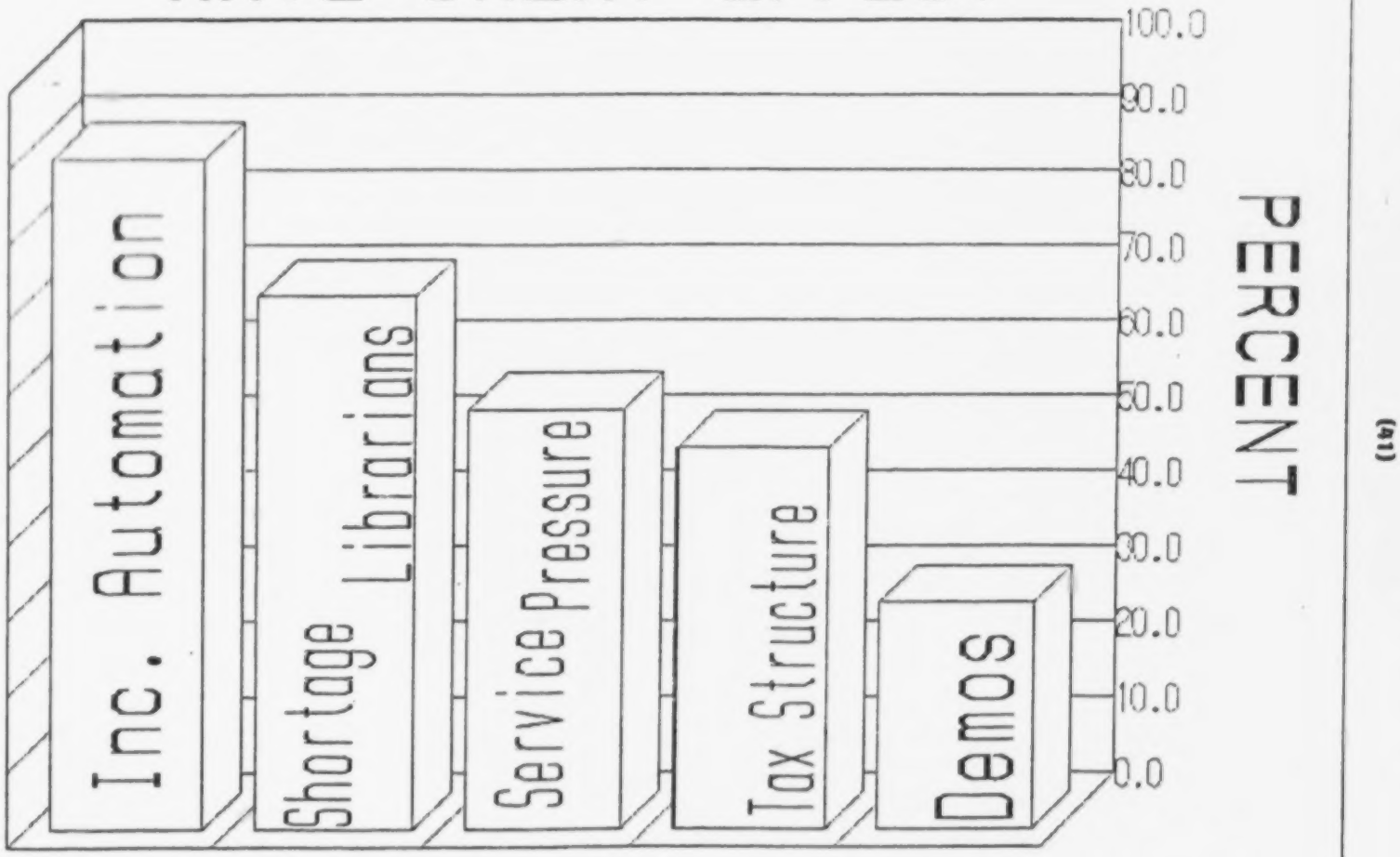

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TABLE 21: PROPORTION PERCEIVING SYSTEM CHANGES WILL HAVE A GREAT EFFECT ON LIBRARY SYSTEM SERVICES WITHIN THE NEXT FIVE YEARS BY TYPE OF SYSTEM.

CHANGE FACTOR	LIBRARY SYSTEM-% RATING GREAT EFFECT		
	SCHOOL	PUBLIC	REFERENCE/RESEARCH RESOURCE
INCREASED AVAILABILITY/ACCESS TO AUTOMATION	91.0%	86.0%	84.6%
SHORTAGE OF NEW LIBRARIANS	78.2%	54.3%	76.9%
SERVICE PRESSURES	58.0%	48.9%	61.5%
TAX STRUCTURE	56.6%	42.9%	33.3%
DEMOGRAPHICS	27.1%	34.7%	30.8%
(N)	(89)	(50)	(13)

TABLE 22: PROPORTION PERCEIVING SYSTEM CHANGES WILL HAVE A GREAT EFFECT ON LIBRARY SYSTEM SERVICES WITHIN THE NEXT FIVE YEARS BY POSITION WITHIN LIBRARY SYSTEM.

CHANGE FACTOR	% RATING GREAT EFFECT			
	DIRECTOR/ COORDINATOR	GOVERNORS	ADVISORY CHAIR	PRESIDENT/BOARD MEMBER
INCREASED AVAILABILITY/ACCESS TO AUTOMATION	91.8%	85.1%	88.2%	81.8%
SHORTAGE OF NEW LIBRARIANS	71.1%	69.8%	73.5%	65.5%
SERVICE PRESSURES	63.9%	44.6%	47.1%	41.9%
TAX STRUCTURE	42.9%	59.6%	66.7%	51.9%
DEMOGRAPHICS	23.5%	37.9%	35.3%	40.6%
(N)	(85)	(67)	(34)	(33)

TABLE 23: PROPORTION RATING CHANGE FACTORS TO HAVE A GREAT EFFECT ON LIBRARY SYSTEM SERVICES WITHIN THE NEXT FIVE YEARS BY LIBRARY REGION.

CHANGE FACTOR	REGION-% RATING GREAT EFFECT								
	CAPITAL DISTRICT	CENTRAL NY	LONG ISLAND	METRO	NORTH COUNTRY	ROCH-ESTER	SOUTH CENTRAL	SOUTH EASTERN	WESTERN NY
INCREASED AVAILABILITY/ ACCESS TO AUTOMATION	81.3%	93.8%	84.6%	87.0%	80.0%	88.2%	84.6%	93.3%	100.0%
SHORTAGE OF NEW LIBRARIANS	64.3%	73.3%	58.3%	82.6%	73.3%	76.5%	61.5%	73.3%	63.6%
SERVICE PRESSURES	50.0%	50.0%	69.2%	52.4%	46.7%	47.1%	61.5%	66.7%	59.1%
TAX STRUCTURE	57.1%	25.0%	25.0%	64.7%	50.0%	70.6%	54.5%	33.3%	55.0%
DEMOGRAPHICS	31.3%	12.5%	23.1%	38.1%	14.3%	35.3%	7.7%	46.7%	45.5%
(N)	(16)	(16)	(13)	(23)	(15)	(17)	(13)	(15)	(24)

(44)

FACT FINDERS
1987 Library System Survey

TABLE 24: PROPORTION EXPECTING TO ATTEND MARCH CONFERENCE.

DECISION	% OF RESPONDENTS
PLAN TO ATTEND	89.4%
DO NOT PLAN TO ATTEND	10.6%
TOTAL% (N)	100.0% (151)

APPENDIX 1: DISPOSITION OF RESPONSES.

TOTAL POSSIBLE:	163
TOTAL COMPLETED:	152
NO ANSWER/NOT AVAILABLE WRONG NUMBER	11

CHARACTERISTICS OF NONRESPONDENTS.

POSITION	REGION
DIRECTOR COORDINATOR ADVISORY CHAIR	CENTRAL
BOARD MEMBER	METRO
HEAD OF ADVISORY SERVICES	NORTH COUNTRY
COORDINATOR BOARD PRESIDENT ADVISORY CHAIR	ROCHESTER
ADVISORY COUNCIL MEMBER	SOUTHEAST
BOARD PRESIDENT	WESTERN

FACT FINDERS
1987 Library System Survey

APPENDIX 2: SURVEY QUESTIONNAIRE

INTRODUCTION

HELLO MR/MS._____ ____. MY NAME IS_____ AND I'M CALLING FROM FACT FINDERS THE PUBLIC OPINION RESEARCH FIRM LOCATED IN ALBANY. AS DETAILED IN THE LETTER TO YOU, WE'RE CONDUCTING A STATEWIDE SURVEY OF LIBRARY SYSTEMS' ADMINISTRATORS AND BOARD PRESIDENTS FOR THE DIVISION OF LIBRARY DEVELOPMENT. YOUR RESPONSES IN THIS SURVEY ARE COMPLETELY CONFIDENTIAL AND ALL FINDINGS WILL BE PRESENTED AS STATISTICAL SUMMARIES AND DISTRIBUTED AT THE UPCOMING SYSTEMS CONFERENCE. YOUR PARTICIPATION IN THIS BRIEF SURVEY WILL BE VERY HELPFUL IN DELINEATING THE CURRENT PROBLEMS AND PRIORITIES FOR NEW YORK STATE LIBRARY SYSTEMS. FIRST,...

1) THINKING ABOUT VARIOUS PRIORITIES THAT EXIST FOR YOUR OWN LIBRARY SYSTEM, FROM THE FOLLOWING LIST HOW IMPORTANT TO YOUR SYSTEM IS/ARE (READ PRIORITY FACTOR) - WOULD YOU SAY VERY IMPORTANT, SOMEWHAT IMPORTANT, OR NOT IMPORTANT AT ALL?

PRIORITY FACTOR (MIX ORDER)	RATING (CIRCLE)
A) AUTOMATION (INCLUDING DATABASE BUILDING, CIRCULATION SYSTEMS, ETC.)	A) VI SI NI DK
B) COOPERATION AMONG MEMBERS (PROVIDING SERVICES TO END USERS)	B) VI SI NI DK
C) A REGIONAL INTERLIBRARY LOAN SERVICE	C) VI SI NI DK
D) FUNDING (ENOUGH MONEY TO DO WHAT NEEDS TO BE DONE)	D) VI SI NI DK
E) IMPROVED COMMUNICATIONS WITH MEMBERS	E) VI SI NI DK
F) PROMOTING PUBLIC AWARENESS OF LIBRARY SERVICE	F) VI SI NI DK

2) ARE THERE ANY OTHER PRIORITIES FOR YOUR SYSTEM THAT WE HAVE NOT IDENTIFIED? (IF YES- WHAT ARE THEY?)

_____

_____

FACT FINDERS
1987 Library System Survey

3) WITHIN YOUR REGION WOULD YOU RATE THE COOPERATION AMONG DIFFERENT TYPES OF SYSTEMS AS EXCELLENT, GOOD, FAIR, OR POOR?_____

4) WITHIN YOUR REGION, WOULD YOU RATE THE COOPERATION AMONG THE SAME TYPES OF SYSTEMS AS EXCELLENT, GOOD, FAIR, OR POOR?_____

5) IN OTHER REGIONS OF THE STATE WOULD YOU RATE THE COOPERATION AMONG DIFFERENT TYPES OF SYSTEMS AS EXCELLENT, GOOD, FAIR, OR POOR?_____

6) IN OTHER REGIONS OF THE STATE WOULD YOU RATE THE COOPERATION AMONG THE SAME TYPES OF SYSTEMS AS EXCELLENT, GOOD, FAIR OR POOR?_____

7) FROM THE FOLLOWING LIST OF PROBLEMS IN COOPERATION AMONG THE 3 TYPES OF SYSTEMS WITHIN YOUR REGION, IS/ARE (READ PROBLEM FACTOR) A MAJOR PROBLEM, MINOR PROBLEM, OR NOT REALLY A PROBLEM?

PROBLEM FACTOR (MIX ORDER)	RATING (CIRCLE)
A) DIFFERENCES IN SIZE, SCOPE, AND SOPHISTICATION AMONG SYSTEMS	A) MAJ MINOR NP DK
B) DELIVERY (OF LIBRARY MATERIALS FOR INTERLIBRARY LOAN)	B) MAJ MINOR NP DK
C) INTERLIBRARY LOAN RESTRICTIONS	C) MAJ MINOR NP DK
D) TURF PROBLEMS (JURISDICTIONAL PROBLEMS AS THEY RELATE TO OVERLAPPING AND SHARED RESPONSIBILITIES WITH OTHER TYPES OF LIBRARY SYSTEMS)	D) MAJ MINOR NP DK
E) LACK OF COMPATIBILITY IN AUTOMATION	E) MAJ MINOR NP DK
F) INDIVIDUAL PERSONALITY CONFLICTS	F) MAJ MINOR NP DK

8) ARE THERE ANY OTHER PROBLEMS THAT EXIST WITHIN YOUR REGION THAT WE HAVE NOT COVERED? (IF YES, WHAT ARE THE PROBLEMS?)

_____

_____

FACT FINDERS
1987 Library Survey

9) THINKING ABOUT SOLUTIONS TO INTERSYSTEM PROBLEMS, IN YOUR OPINION, HOW EFFECTIVE WOULD (READ SOLUTION FACTOR) BE, VERY EFFECTIVE, SOMEWHAT EFFECTIVE, OR NOT EFFECTIVE AT ALL?

SOLUTION FACTOR	RATING
A) AN ANNUAL SYSTEMS CONFERENCE	A) V S N DK
B) A STATEWIDE INTERLIBRARY LOAN POLICY	B) V S N DK
C) WEIGHTED VOTING IN REGIONAL DECISION MAKING	C) V S N DK
D) STRONG STATE ENFORCEMENT OF LAWS AND REGULATIONS	D) V S N DK
E) INCREASED FACE TO FACE COMMUNICATION AMONG EXECUTIVES OF THE 3 TYPES OF SYSTEMS	E) V S N DK
F) STRONGER ROLE FOR BOARD PRESIDENTS AND ADVISORY COUNCIL CHAIRS IN COMMUNICATION AMONG THE 3 TYPES OF SYSTEMS	F) V S N DK

10) ARE THERE ANY OTHER SOLUTIONS TO INTERSYSTEM PROBLEMS THAT YOU WOULD LIKE TO INCLUDE?_____

_____

11) OVER THE NEXT FIVE YEARS DO YOU THINK (READ CHANGE FACTOR) WILL HAVE A GREAT EFFECT, SOME EFFECT, OR NO EFFECT AT ALL ON LIBRARY SYSTEM SERVICES?

CHANGE FACTORS	RATING
A) CHANGING DEMOGRAPHICS	A) V S N DK
B) SERVICE PRESSURES ON SYSTEMS CAUSED BY INCREASED SOPHISTICATION OF MEMBER LIBRARIES	B) V S N DK
C) CHANGING TAX STRUCTURE	C) V S N DK
D) INCREASING AVAILABILITY OF, AND ACCESS TO LIBRARY AUTOMATION	D) V S N DK
E) SHORTAGE OF PROFESSIONAL LIBRARIANS	E) V S N DK

FACT FINDERS
1987 Library System Survey

12) WHAT OTHER CHANGE FACTORS DO YOU ANTICIPATE WILL AFFECT YOUR LIBRARY SYSTEM OVER THE NEXT FIVE YEARS?

_____

_____

_____

FINALLY, SOME GENERAL QUESTIONS TO HELP US COMBINE YOUR RESPONSES WITH THE 180 OTHER RESPONDENTS IN THIS SURVEY.

13) ARE YOU PRIMARILY AFFILIATED WITH A SCHOOL, PUBLIC, OR REFERENCE AND RESEARCH LIBRARY SYSTEM?_____

14) IS YOUR PRIMARY RESPONSIBILITY WITHIN YOUR SYSTEM AS A DIRECTOR OR COORDINATOR, PRESIDENT, CHAIR OF THE ADVISORY COMMITTEE OR BOARD MEMBER?_____

15) DO YOU PLAN TO ATTEND THE UPCOMING SYSTEMS CONFERENCE IN ALBANY ON MARCH 26-27?_____

THANK YOU FOR YOUR TIME AND COOPERATION

REGION#:_____

APPENDIX 3: OTHER PRIORITIES FOR YOUR SYSTEM.

REGION: CAPITAL REGION

"Small libraries in system don't get equal treatment in getting materials through system. Make system more equitable."

"User education. Teaching patrons how to use resources."

"Governance of system. School libraries answer to a lot of authorities other systems do not"

"Upgrade headquarters. Better working conditions, insulate, provide better offices for director"

"Structure for state communication. Structure of the system"

"Annual and substantial increases in basic formula for state aid for public library systems"

"Help members/school librarians raise self esteem as it relates to position in system-leadership role"

"Governing (internal) structure (organization)"

"Bookmobile operation-problem. Is it feasible?"

REGION: CENTRAL

"Planning for future programs"

REGION: LONG ISLAND

"Instructional support"

"Delivery of materials"

"Consulting services-member libraries need help from system to provide services"

"Cost effective telecommunications"

"General improvement in quality of libraries. Upgrade/availability of improved automated research capabilities."

"Libraries' accessibility to the handicapped, better utilization of space"

"Leadership and support from State Library"

APPENDIX 3: (CONT.)

REGION: METRO

"Additional personnel" "Updating staff development" (3 responses)

"Training of librarians"

"Status of coordinators within their own district. In other words, need clout in eyes of supervisors"

"Bringing more school districts into your system"

"Staff: salaries, quality, keeping them, morale #1, Public awareness of library. How public may help library. Educational uses"

"Salaries and benefits (staff)"

"Cooperative collection development. Recruitment of media specialists for library. Need for library media specialists for elementary schools. (Public & school libraries)"

"Access to speakers, workshops, course work on a local (with system) basis"

"Staff development-member libraries being brought to our library expectations."

"State needs to realize that the city takes away state money. Not enough recognition of educational role"

REGION: NORTH COUNTRY

"Problem with filling professional positions."

"Cooperative collection development"

"Housing- Need to change office location, need funding for purchase space"

"Cooperative collection development-need funding, pass on to members"

"Delivery among different types of systems"

"Providing continuing education for librarians in system"

"Staff development and inservice workshops for librarians"

"Weekly delivery service, need a telefax simile service, need greater communication"

"Inservice for school libraries and staff, professional manners, need basic telecommunications. Patrons are staff and students, librarians' importance should be made known to their administrators"

"Having conferences nearer us, access to Canadian conferences"

"Service to patrons"

APPENDIX 3: (CONT.)

REGION: ROCHESTER

"Staff development"

"Cooperation between system and the administration of the district"

"Delivery system within interlibrary loan. Recognition that school library systems can contribute in house ideas in development"

"Delivery systems. Services to Non-public schools. Administration of funds. Guidelines"

"More details on funding"

"Standards for small libraries, in other words, small systems standards"

"Specifically increased state aid to public libraries"

"Providing service to our patrons"

"Communications to librarians"

REGION: SOUTH CENTRAL

"Need more physical space"

"Consistency and predictability of ongoing funding from public sources"

"Delivery to members"

"Continuing education for member libraries"

"Lack of students in library schools- need to recruit more"

"State recognition, budgets allocated kinds of services"

"Maintaining excellent working agreement with local government"

REGION: SOUTHEAST

"Delivery"

"Staffing to build/type in database"

"Need more space" (2 responses)

"Staffing-need professional staff assistants"

"Appropriations 40% below parity"

"Intersystem cooperation very important"

"Increase staffing within system—professional and clerical"

APPENDIX 3: (cont.)

REGION: WESTERN

"Developing cooperative collection development to cut out duplication"

"More time so I can devote to school librarians, have workshops during the day without struggle of pulling librarians from duties"

"Entering our material into database is not fast enough."

"Reading service for blind people, bookmobiles, opportunities for the jobless, video cassettes"

"More knowledge and time devoted towards public library."

"Define the needs of the community-functional literates. Collections should have functional significance to service area"

"Consolidation with other library is causing problems-now our duties are lessened and ambiguous."

"Service to patrons"

"Improved telecommunication systems between school library and public systems. Not enough money for mergers."

"Continuing education for librarians"

"Time of request to time of receipt to be reduced, method by which librarians give this first priority"

"Staff development"

APPENDIX 4: OTHER PROBLEMS THAT EXIST IN YOUR SYSTEM.

REGION: CAPITAL REGION

"Inequitable distribution of library school aid in same school districts"

"School library system coordinators not given title of director-not seen as being on equal status with corresponding people in other systems due to title."

"Governance of 3 R's councils. Public library systems don't have a voice in 3R's board decisions relative to number of users and libraries served by public library systems"

"Lack of standards in automation. System wide differences in standards of automation. Cannot access other systems due to differences."

"Difference in local governing and major governing (with large systems)"

"Funding"

REGION: CENTRAL

"Public library systems don't understand that teachers and students will be served in their libraries even without public's help"

"Difference in financial resources"

REGION: LONG ISLAND

"Support staff for the library systems"

"Inability of 3R's to abide by regulations. State expects too much from school libraries"

"Space between libraries"

"Lack of genuine responsiveness on part of directors to individuals, members and greater library community."

"Professionals are under civil service-impossible for outsiders to come into the system."

"Limitation of access to membership to our system by State Library"

APPENDIX 4: (CONT.)

REGION: METRO

"Different areas within region are fragmented. Westchester and NYC are going in different directions"

"Major problem huge in population and resource-need more money"

"Awkwardness of locating materials"

"Soliciting of funds in one territory by another library. Larger library trying to enforce their views on small libraries."

"Not enough attention paid to the hospital libraries and other small libraries in the area."

"We have taxation without representation. There is a disproportionate response to the need of the five major towns-big cities have unique needs that states don't understand"

REGION: NORTH COUNTRY

"Problems with BOCES- no guidelines for BOCES library programs financially"

"Staffing level- staff inadequate for building database. Conflict between operation as library and status as part of BOCES"

"Problems in delivery between libraries due to weather and geography"

"2½ hours to regional center, no major highways connecting school libraries, communication expensive, staffing problems"

"School system administrators are uncooperative in putting phones in libraries"

"Not enough communication among librarians, isolated"

REGION: ROCHESTER

"Need forum between school & public libraries. Need for liaison between systems of common need"

"School libraries redoing things that have been already done. See end products consolidated e.g. union lists"

"Needs of city school-library not being met"

"Familiarize selves of resources available"

"What are 3R's council? Statewide-differences between types. Regional councils are a mixed bag but not an umbrella. A system identity problem."

APPENDIX 4: (CONT.)

REGION: SOUTH CENTRAL

"Competition for limited resources money"

"Trustees to participate in workshops"

"Conflict between state requests and local library agreements"

"SUNY and NY State have incompatible systems (RLIN and OCLC)"

REGION: SOUTHEAST

"Distribution of automation funds" (2 responses)

"Lack of funds for construction/expansion"

"Quality in funding"

"State library is a problem"

REGION: WESTERN

"Accessibility of others' resources, not enough funding for on line access to get to other systems, no staff to implement it"

"Staff availability"

"Lack of clear guidelines from state"

APPENDIX 5: OTHER SOLUTIONS TO INTERSYSTEM PROBLEMS.

REGION: CAPITAL REGION

"Automation for system headquarters."

"Must have standards for library statistics and automation. This is a very serious problem."

"Clearer role/definition for 3R's councils"

"School districts should be accountable to themselves."

"More representation that is mutual within advisory council board i.e. mixing 3R board with public."

REGION: CENTRAL

"More communication between members as well as executives"

"Systems conferences-if agenda and presentations were more carefully planned to have commonality of interest."

"More intersystem task forces"

REGION: LONG ISLAND

"Status at the top-Director of different systems do not share the same status e.g. Schools less important than public or 3R's"

"Resource allocation differences"

"Clearer definition of system roles from state. Increase funding"

"Communication to solve major problem of delivery"

"Long range planning within roles set for us--there has been none in the past"

"Increased communication among members. Wider dissemination of information from members of one system to members of another system. More interaction among members of different kinds of systems"

"Vandalism-effective ways of dealing with it."

"State Library must apply laws and regulation without bias"

APPENDIX 5: (CONT.)

REGION: METRO

"Communication including rep's from field, ILL"

"Look at legislation that set up 3R's. Look at legal regulation again"

"Regional meetings among executives"

"Obtaining books from Albany Library"

"A return to public library directors approving regional automation planning"

"Make member libraries act on nationwide standards. There needs to be a universal idea of what a library system is."

REGION: NORTH COUNTRY

"More flexibility of libraries being able to join 3 types of systems"

"Keeping local librarians updated on what's happening in other systems-newsletter"

"Increased funding for automation at all agencies"

"Official representative on 3R's board"

"Recognize school libraries as merging groups"

"School coordinator should report directly to state, not to BOCES. When interacting with BOCES, staff doesn't understand, potential of school library system throwing up roadblocks"

REGION: ROCHESTER

"Need two way street with public libraries-sit in on their meetings"

"Regional conference"

"Need statewide newsletter"

"Keep strength of systems within local systems, not centralized on state level"

"Role definition"

REGION: SOUTH CENTRAL

"Redefine responsibilities of 3R system--Clarify role of 3R's"

"To isolate funding"

APPENDIX 5: (CONT.)

REGION: SOUTHEAST

"Get state automation off ground. Lift interlibrary loan restrictions"

"More equitable dictates from state"

"Clearer understanding of goals of each system"

"Meaningful standards that can be enforced"

REGION: WESTERN

"More should be done to promote cooperation between BOCES Ed. Com. and school library systems. 3R's have helped system with regional automation and has been very supportive"

"Face to face meetings with all directors within regional area"

"Better definition of roles and responsibilities of different systems"

"State Education Department isn't trying to get the right people in systems conferences. Nothing is happening to help the people who are coordinators and supervisors--they need to have better education"

APPENDIX 6: OTHER CHANGE FACTORS ANTICIPATED TO AFFECT LIBRARY SYSTEMS OVER THE NEXT FIVE YEARS.

REGION: CAPITAL REGION

"Changes in communication due to technology. Changes in state GNP-if state becomes more service/white collar oriented, growth in more sophisticated materials needed."

"Funding problems" (2 responses)

"Automating database in order for smaller libraries to have access to it."

"Continuation of state funding for automation. Must have consistent funding policy."

"Staff turnover"

"Demand for more sophisticated services, local level funding"

REGION: CENTRAL

"Capability for point to point interlibrary loans"

"Funding"

"Consolidation of independent units. Development and enforcement of standards for independent public libraries."

"Changes in directions on state level (laws, regulations, etc.)

REGION: LONG ISLAND

"Staffing shortage"

"Support libraries receive from administrators"

"Competent staff and adequate rewards and compensation"

"Awareness, appreciation and understanding of the networking system"

"Library personnel may not keep pace with changes in general (e.g. automation)-unwilling and afraid of change."

"Declining enrollment and closing of schools"

"Should do more sharing system wide"

"Funding to school libraries will change - Nature of service and political structure."

"Changing population, changing work forces re-educated for new jobs, increase in senior citizens, few children, more senior programs, foreign language problems"

"Inability to pay adequate salaries to few professionals available to us"

APPENDIX 6: (CONT.)

REGION: METRO

"Policies and funding available to parent institution"

"Increasing membership"

"Lack of staff"

"Money to employ personnel to keep up with expansion."

"Money, personnel"

"New programs, money needed to obtain books for these programs"

"Declining student enrollment. Increased regions actions plans demands. Changing educational philosophies. Increase media center role."

"Aging population-Need to rearrange service patterns to meet their needs."

"Non-professionals entering. Book theft, new programs hurt i.e. 'new American's program' Rapid growth of libraries in wrong areas-Population shift ghettos not getting good libraries. Union problems."

"No national standards-State has to exert more force"

"Availability to fund every program needed for the library, due to increase in need (materials) and decrease in value of money."

"Need for children libraries"

REGION: NORTH COUNTRY

"The inability to plan in advance due to uncertain funding- have to rely on legislature year by year"

"Changing role of coordinator- duties will change, become an information clearing house"

"Funding- Must keep pace with inflation"

"Change in interlibrary loan patterns. Change in regional archives program- creation"

"Restrictive state legislation"

"School library system and 3R's struggling to survive with low funds, need more staffing to meet needs, technology would improve"

"Need increased funding for basic services"

"Change in technology" (2 responses)

"Curriculum mandates out of Albany, greater demand for services from teachers as they become more aware of library capabilities"

"Lack of funding may cause problems with automating"

APPENDIX 6: (CONT.)

REGION: ROCHESTER

"Awareness of school administrators as to the impact of libraries"

"Regions actions plan in school"

"Intrastructure of BOCES will effect school system if it changes. State funding from the state"

"Format of materials. Changes in educational trends, and in funding for pupil education"

"Special needs"

"Greater income"

"Personnel changes"

"Very small public libraries, poorly supported by communities. Large gaps between systems fighting mediocrity- Maintenance of effort clause grants"

"State Legislation"

"Economic base-changing structure"

"Lack of funding may be a change factor"

"In 5 Year planning-enlarging and renovating central library"

"Growth in system and growing population"

"Declining enrollment will decrease funding"

REGION: SOUTH CENTRAL

"Level of funding"

"Staffing concerns"

"Automation" (2 responses)

"Increased participation of elementary librarians"

"Pattern of unemployment, change in age"

"Cooperating with central library"

"Change in college age population"

"Development of other systems in the region"

APPENDIX 6: (CONT.)

REGION: SOUTHEAST

"Curriculum changes" (2 responses)

"Effect of automation on how libraries deal with each other-consolidating effect"

"Growth in size of member libraries"

"Service patterns-will be able to provide more services"

"Automation will change nature of jobs within system"

"Shortage of librarians caused by pay of professional librarians. No plans to deal with growth of population"

"Technology advances, information publishing and distribution"

"Increase money spent on automation, need adequate funding"

REGION: WESTERN

"Funding for automation. Librarians in school must become aware of services available to them."

"Access to telecommunications-need to keep up with what's elsewhere"

"Increasing sophistication in automation"

"Increase communication"

"Need video tapes and cassettes"

"Politics-change in elected officials"

"New director to replace the caliber of our director"

"Size of schools and merging of small schools."

"Increase level of dialogue with community and how libraries can provide support"

"Attitude of State Bureau of School libraries-leadership role and how to use it"

"Effect of merger of BOCES. Lack of funding. Telecommunication problems due to large geographical area"

"Not enough space"